

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Oncology Administrator			
Reports to	Oncology Manager			
Location	Te Matau a Māui			
Department	Oncology			
Direct Reports	0		Total FTE	0
Budget Size	Opex	0	Capex	0
Delegated Authority	HR	0	Finance	0
Date	24 July 2025			
Job band (indicative)	In accordance with the Te Whatu Ora and Public Service Association, National Health Administration Workers Collective Agreement Band 5			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role:

- Is to ensure the efficient and effective management of treatment scheduling, referral processing, clinic schedules, clinic attendance preparation, and the management of clinic outcomes within an oncology setting. This role is crucial in maintaining smooth clinic operations, enhancing patient care, and supporting the overall goals of the oncology department.
- Additionally, the role supports various administrative duties across the department, including providing relief for reception staff as needed. This ensures continuity of administrative services and contributes to the overall efficiency and effectiveness of the department.

Key Result Area	Expected Outcomes / Performance Indicators
Treatment Scheduling	<ul style="list-style-type: none"> • Efficient and timely scheduling of patient treatments • High patient satisfaction with scheduling process
Referral Management	<ul style="list-style-type: none"> • Prompt processing and management of referrals • Accurate and complete referral documentation • Effective communication with referring clinicians
Clinic Schedules	<ul style="list-style-type: none"> • Optimise clinic schedules • Reduced waiting times for patients
Management of Clinic Outcomes	<ul style="list-style-type: none"> • Accurate tracking and reporting of clinic outcomes
Teamwork	<ul style="list-style-type: none"> • Effective collaboration among team members

	<ul style="list-style-type: none"> Enhanced team morale Improved efficiency Consistent Quality of Work Support of administration duties across the administrative team
Customer Service	<ul style="list-style-type: none"> High patient satisfaction Efficient issue resolution Clear communication Consistent quality of service
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.

Matters which must be referred to the Oncology Manager

- Complex scheduling conflicts that can't be resolved through discussions with clinical staff
- Issues with referrals including delays in processing that could impact patient care
- Any changes to procedures that could affect workflow or patient care
- Patient complaints or concerns
- Data and reporting issues

Relationships

External	Internal
<ul style="list-style-type: none"> Midcentral Cancer service including administration and clinical staff Mosaiq administrators Diagnostic services (e.g. Canopy imaging) Other service providers – primary care, hospice, Cancer Society 	<ul style="list-style-type: none"> Oncology Clinical Nurse Manager Villa 6 nursing staff Senior Medical Officers Cancer Support Team FCT / MDM coordinator Villa 6 reception Other departments including pharmacy, radiology

About you – to succeed in this role

You will have

Essential:

- Experience in health administration services
- Teamwork and ability to work collaboratively with a multidisciplinary team
- Customer service skills
- Strong organisational and problem-solving skills
- Attention to detail
- Excellent communication skills
- Proficiency in clinical and general software including the ability to use word, excel and outlook
- Awareness of patient confidentiality and privacy obligations
- Positive attitude

Desired:

- Experience working in an oncology setting
- Previous referral management, booking and scheduling experience
- Proficient in the use of patient management systems e.g ECA and Mosaiq

You will be able to

Essential:

- Ensure compliance with healthcare regulations and standards
- Participate in quality improvement initiatives
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Establish and maintain positive working relationships with people at all levels
- Demonstrate a strong drive to deliver and take personal responsibility..
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.

Desired:

- Train and mentor staff

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.